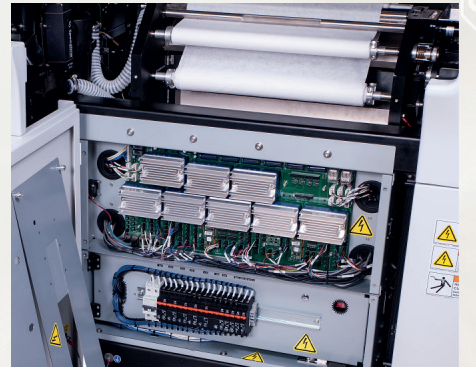
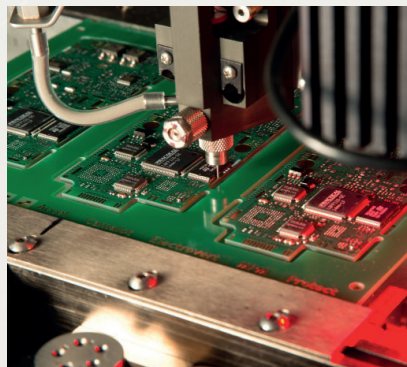
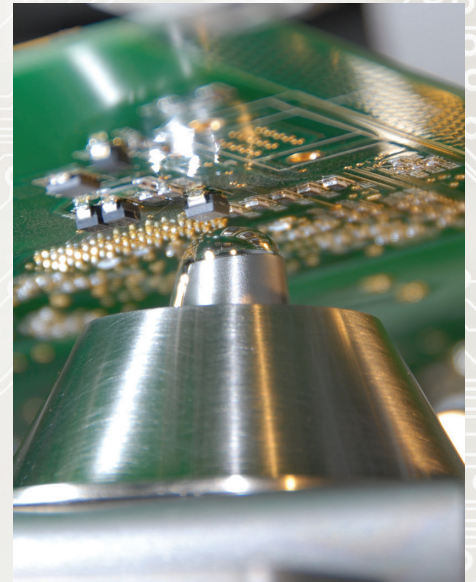


**MPM | Camalot | Electrovert
Vitronics Soltec**

Training, Support and Service



A comprehensive offering of support, optimization, and training services provides ITW EAE customers with the highest equipment uptime and ROI.

Electronic Assembly Equipment

ITW EAE

A division of Illinois Tools Works

NORTH AMERICA SUPPORT PROGRAMS

PROTECTION PLUS PROGRAM

Maximize the availability of your production assets with ITW EAE's Protection Plus program. Our most comprehensive service plan provides complete coverage for all your equipment needs. For a minimal investment, ITW EAE Customer Support will keep your equipment up and running. A 12-month agreement is available for individual machines or can include multiple machine coverage.

This total customer care package includes:

- Parts (excluding consumables)
- Factory trained Field Service Personnel.
- Labor and travel expenses, as required, to replace or repair faulty or defective parts or workmanship, in accordance with the original machine warranty.
- Service scheduling priority.
- Standard next-day shipping for replacement parts, subject to part availability.
- Telephone Technical Support, 24/7/365.
- Special discounts on:
 - After hour and weekend labor rates
 - Preventative Maintenance programs
 - Upgrade kits
 - Additional ITW EAE service offerings

PREVENTATIVE MAINTENANCE PROGRAM

Our Preventative Maintenance program helps you avoid costly downtime by stabilizing and optimizing the performance of your equipment. The program covers cleaning, lubrication, and calibration of all critical functions – ensuring optimal performance and maximum productivity.

Preventative Maintenance includes:

- Cleaning, lubrication and verification of all critical functions of the machine to manufacturer's specifications.
- A qualified Field Service Engineer performs maintenance during normal business hours, Monday - Friday 8:00am - 5:00pm.
- A service engineer providing a completed PM checklist with any additional part/upgrade recommendations.
- Telephone Technical Support, 24/7/365.

NB.: On-site calls outside of normal working hours will be billed at the after-hour rate in effect at the time of the call for labor and travel.

TRUST THE EXPERTS WHO KNOW YOUR PROCESS:

ITW EAE has created a strategic training and services portfolio that maximizes the return on your equipment investment.

Our programs begin with certified training that focuses on operator self sufficiency. Equipment protection and Preventative Maintenance programs ensure around-the-clock machine availability. And remote diagnostics and telephone support mean you are only moments away from an expert.

NB: This coverage does not include scheduled preventive maintenance or upgrades (each may be purchased separately), and does not apply to damage to a machine or its components due to improper use.



GLOBAL SUPPORT SERVICES

TELEPHONE TECHNICAL SUPPORT

ITW EAE has customer support centers around the world. In many cases our support personnel can diagnose and fix a problem over the phone. For all machines purchased directly from ITW EAE, Technical Support is available (7) seven days a week, (24) twenty-four hours a day.

ITW EAE's Technical Support engineers are dedicated professionals who make customer satisfaction a priority. With access to our knowledge database and detailed machine repair history, the Technical Support staff is available around the clock to help you optimize uptime and performance.

SPARE PARTS SUPPORT

With a phone call to ITW EAE Customer Support you have full access to our spare parts professionals. These experts will assist you with the selection of the proper spare part for any ITW EAE machine. Our Spare Parts Support Network will help you maximize the uptime of your equipment.

For European and Asian customers, ITW EAE Customer Support has centralized Spare Parts in the U.S. as well as hubs in Europe, Singapore and Suzhou to meet critical regional demand. A team of trained order entry and logistics personnel is available to process spare parts requests and supply parts as quickly as possible.

ONLINE PART PRICE INQUIRY TOOL

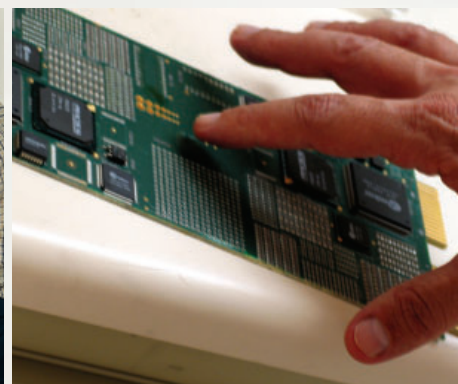
With a new Online Part Price Inquiry Tool, customers have access to thousands of spare parts including pricing and stock availability across all ITW EAE product lines 24/7.

PREVENTATIVE MAINTENANCE PROGRAM

ITW EAE has the ability to customize programs to meet individual customer needs.

Examples includes:

- Machine assessments to proactively identify machine problems in order to minimize down time and extend the active life of your equipment.
- Machine redeployment to assist in the movement of your equipment to your sites globally to include system verification, packing, uncrating, and reinstallation.



TRAINING SERVICES AND PROGRAMS

TRAINING SERVICES

Your employees can achieve maximum efficiency and productivity, but only with the proper training. To minimize costly production delays, operators, engineers and technicians must be sufficiently trained to optimize the performance of the equipment – or suffer the financial consequences of a poorly run manufacturing process.

Our training courses focus on making your employees self-sufficient. That means empowering your employees with the skills and knowledge to operate, program, maintain and repair your equipment for the highest uptime and asset utilization.

ITW EAE certified training courses are available for all current Camalot, MPM and Electrovert production machines. Classroom instruction is provided at training centers in Hopkinton, Massachusetts, Camdenton, MO, Guadalajara, Mexico, Germany, and Singapore. These courses utilize Performance Based Equipment Training (PBET), meaning, smaller classes with more time dedicated to individual hands-on equipment time.

For more information about training classes, please contact our Training Team.

MPM/Camalot

Tel: +1-573-317-3054, option 1

Toll Free: +1-800-737-8110 option 5

Email: training@itweae.com

Electrovert/Accel

Tel: +1-573-317-3054, option 3

Email: evtsupport@itweae.com

Vitronics Soltec

Tel: +1-573-317-3054, option 5

Email: vssupport@itweae.com

STANDARDIZED TRAINING PROGRAMS

Operator, Technician, & Engineer Training Programs:

ITW EAE offers a wide variety of training courses for our equipment. Courses are available at the customer facility or our training centers around the world.

Process Training:

With our extensive experience in SMT manufacturing, no company is better prepared to help you learn more about the process of building printed circuit boards. Our instructors are experts in manufacturing processes such as reflow soldering, wave soldering and stencil printing.

MACHINE UPGRADES

With our commitment to continuous improvement, ITW EAE machines will yield enhanced performance when upgraded to meet current production specifications. These upgrades are engineered to produce a quick return on investment, accelerating payback and productivity. Upgrades are available for most Camalot, MPM, Wave, Reflow and Selective Soldering machines. With our commitment to continuous improvement, ITW EAE machines will yield enhanced performance when upgraded to meet current production specifications. These upgrades are engineered to produce a quick return on investment, accelerating payback and productivity. Upgrades are available for most Camalot, MPM, Wave, Reflow and Selective Soldering machines.

SERVICE ENGINEER SUPPORT

Our team of qualified and experienced Field Service Engineers are available for on-site maintenance and repair work around North America. Operating from regional locations, these equipment experts are on-call to help you solve your manufacturing problems – quickly and efficiently.

ITW EAE Field Service Engineers receive comprehensive training throughout the year to ensure optimal job performance. They are experts in mechanical and electrical troubleshooting and provide you the benefits of a strong technical foundation.